

## **General Instructions for Completing the Service Array Survey**

To complete the web-based Service Array Survey, you must utilize the two assigned URL links. The first link (Survey 601) contains basic county information and the name and phone number of the person submitting the survey to the web. This information is critical for DCFS to have, as we may need to contact a county to verify their responses.

The second URL (Survey 602) will take you directly to the survey. When you click on the link, you will be required to enter your county, and will be asked to select which Service Description you are responding to. When you have answered the questions for that particular service description, you will be asked to close the survey. You must subsequently click on the URL link again, and repeat the process for the remaining service descriptions. Unfortunately, due to limits in the web based survey software, this was a process that could not be avoided. A survey must be completed for each of the 83 services included in the survey.

If you answer “not available” to question 1A for a particular service, you will be asked to complete question 1B as well as question #2. However, you will not be required to complete the remaining questions for that service description.

As this survey is web-based, there will be occasional “glitches”. If such an glitch occurs, please close out of the application, and open it again and return to the question you were previously responding. If there are ongoing issues, contact Barry Mickelson (contact information on the web survey). If a response is submitted more than one time for a particular question, DCFS will accept the most recently submitted response as the final answer.

The Service Array Workgroup suggested the following to help expedite the process:

- Solicit a team to respond to the service descriptions
- Include, as necessary, Directors, CPS Supervisors, Direct Workers, Fiscal and other staff invested in CPS work in your discussions
- Divide up the survey based on the 5 separate categories
- Complete the survey on a paper copy prior to submitting to the web
- Have one person submit the responses to the web. This person can be anyone in your agency that has access to the web, including administrative staff.

### **Breakdown of Questions:**

**Question #1:** Rate the overall availability of the service to clients, regardless of the location(s) of service providers.

**Question #2:** Rate the overall importance of the service to the safety and permanency of children.

Safety: Ability of parents/caregivers to provide a safe home for children

Permanency: Achieving permanent living arrangements for children in Out of Home Care

Use comments to explain responses if necessary.

**Question #3:** Rate how accessible the service is from the clients perspective. Indicate what staff/agencies are service providers for your county. Purchase of service/contract staff serve clients based on funds from the county and child welfare agency. Community providers serve clients based on funds from other sources.

**Question #4:** Indicate the primary and any secondary funding sources.

**Community Resource:** Community providers that have own funding sources (ex: United Way etc.)

**Fee for Service:** Provider bills the county for each client served

**County Funded:** Service is funded directly by county. Program may serve a fixed number of clients or as many as possible.

**Federal Funded:** Service is provided using Federal Funds (ex: Promoting Safe and Stable Families, Chafee etc)

**State Allocation:** Service is provided using State Funds (ex: Community Aids)

**Insurance-**Service can be billed to Medicaid of private insurance

**Private Funding:** Service is provided using a grant specifically for that service from a foundation or other private funding source.

**Question #5:** Indicate all barriers to clients receiving service. Barriers may affect many cases on a regular basis, or only a few clients on an infrequent basis.

**Overall Comments:** Provide any comments about the service.

### **Service Population Definitions**

The following service categories are to be answered regarding the following target populations:

<b>Service Category</b>	<b>Target Population</b>
1: Community Services Prevention/ Early Intervention	Families with Children
2: Investigative/Assessment	CPS only
3. Home-based Services	CPS/Child Welfare
4. Permanency Services	CPS, Child Welfare and Juvenile Justice in Out of Home Care
5. Exit Services	CPS, Child Welfare and Juvenile Justice in Out of Home Care

Child Welfare population is cases that receive services as a result of a service intake that determines services are needed to protect the safety, permanency or well being of children.

Child Protective Services population is cases that receive service as a result of a CPS report, including families served on a voluntary basis

The CPS and Child Welfare populations do not include cases served primarily for juvenile justice or disability reasons. Children being served for such reasons may be in out of home care and should be taken into consideration for permanency and exit services.